Telkom

User Manual for Telkom*Internet* DSL TopUp Tool

Table of Contents

1. INTRODUCTION 1
2. BENEFITS TO TELKOM*INTERNET* CUSTOMERS 1
3. KEYWORDS, ABBREVIATIONS AND ACRONYMS 2
4. HOW TO USE THIS MANUAL 3
5. GENERAL SYSTEM FUNCTIONS 3
5.1 Main Menu Layout 10
6. USER SUPPORT 10
7. APPENDIX A ERROR MESSAGES 11

1. INTRODUCTION

Telkom*Internet* TopUp Tool is used by Telkom*Internet* customers to TopUp their account. This tool has been enhanced to include 3D Secure.

3D Secure is an XML-based protocol used as an added layer of security for online credit card transactions. It was developed by Visa to improve the security of Internet payments and offered to customers as the Verified by Visa service. Services based on the protocol have also been adopted by MasterCard, under the name MasterCard SecureCode, and by JCB International as J/Secure.

The basic concept of the protocol is to tie the financial authorization process with an online authentication. This authentication is based on a three domain model (hence the 3-D in the name). The three domains are:

- Acquirer Domain (the merchant and the bank to which money is being paid).
- Issuer Domain (the bank which issued the card being used).
- Interoperability Domain (the infrastructure provided by the credit card scheme to support the 3-D secure protocol).

2. BENEFITS TO Telkom*Internet* CUSTOMERS

- Extra protection and peace of mind when you're shopping online
- Protects your card against unauthorised use
- You can have confidence that Telkom*Internet* has made your security a priority.
- Increased consumer confidence when purchasing on the Internet
- No special application software is needed at the cardholder access device
- Easy to use
- Control over card use for online purchases

Please Note: This security feature has been implemented on all applications at Telkom that are using credit card as a method of payment.

To see how this feature has been implemented on Telkom*Internet* TopUp Tool, see Section 6.

3. KEYWORDS, ABBREVIATIONS AND ACRONYMS

Abbreviation	Description
TI	Telkom*Internet*
ADSL	Asymmetric digital subscriber line
CVV	Check Verification Value

4. HOW TO USE THIS MANUAL

Contents of the manual:

- **Section 6 :** Telkom*Internet* TopUp Tool - shows how you can use the system to TopUp your Telkom*Internet* account
- **Section 7 :** TelkomInternet Admin Tool – shows where you can view your TopUp Transactions
- **Section 8 :** shows error codes that can be displayed while topping up account

5. GENERAL SYSTEM FUNCTIONS

Figure 1 shows the Telkom*Internet* TopUp Login page. To login you will need your Telkom*Internet* AllAccess username and password. You will notice that, the Login Page (shown in Figure 1) has been updated with the 3D secure info.

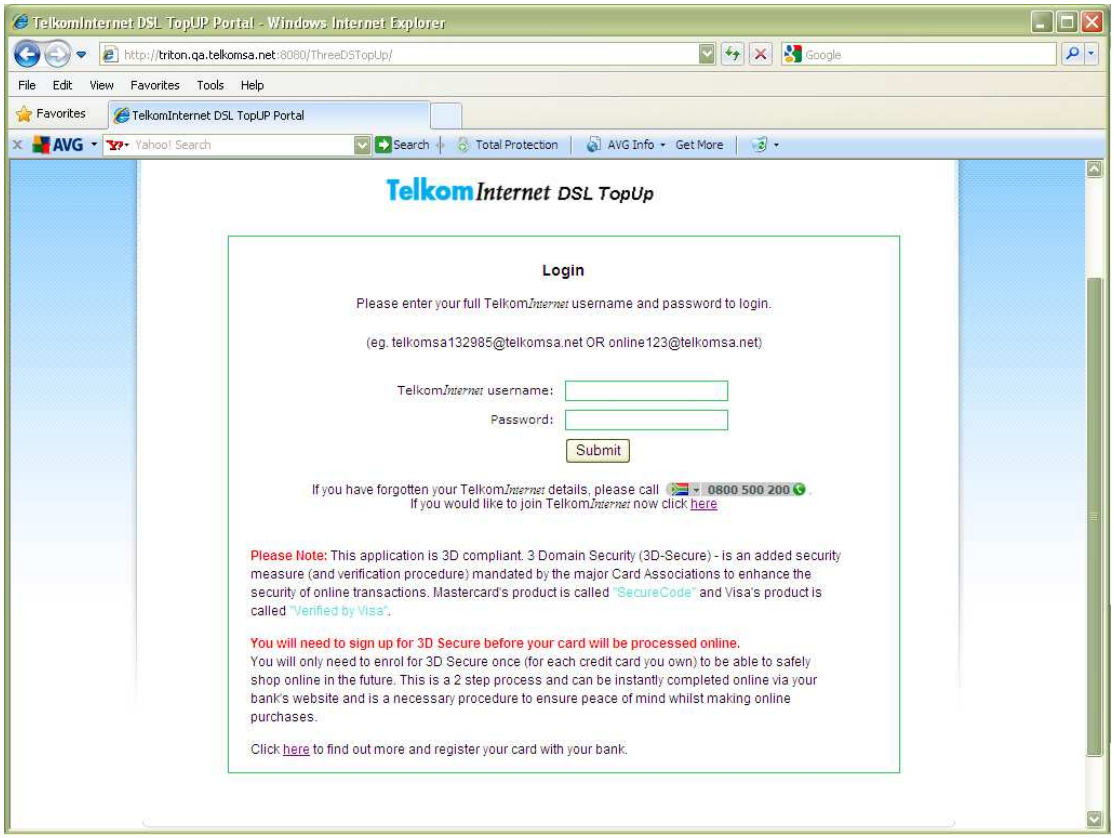
TelkomInternet DSL TopUP Portal - Windows Internet Explorer
http://triton.qa.telkomsa.net:8080/ThreeDSTopUp/
File Edit View Favorites Tools Help
TelkomInternet DSL TopUP Portal
Telkom Internet DSL TopUp
Login
Please enter your full Telkom Internet username and password to login.
(eg. telkomsa132985@telkomsa.net OR online123@telkomsa.net)
Telkom Internet username:
Password:
Submit
If you have forgotten your Telkom Internet details, please call 0800 500 200.
If you would like to join Telkom Internet now click here
Please Note: This application is 3D compliant. 3 Domain Security (3D-Secure) - is an added security measure (and verification procedure) mandated by the major Card Associations to enhance the security of online transactions. Mastercard's product is called "SecureCode" and Visa's product is called "Verified by Visa".
You will need to sign up for 3D Secure before your card will be processed online.
You will only need to enrol for 3D Secure once (for each credit card you own) to be able to safely shop online in the future. This is a 2 step process and can be instantly completed online via your bank's website and is a necessary procedure to ensure peace of mind whilst making online purchases.
Click here to find out more and register your card with your bank.

Figure 1 Telkom*Internet* DSL TopUp Log In Page

To get more information and to activate your credit card for 3D Secure, the Telkom TopUp page (Figure 2) displays a list of banks which are 3D secure compliant and with their 3D secure information.

Please Note : If your bank does not appear in the list below, please visit your bank website or contact your bank.

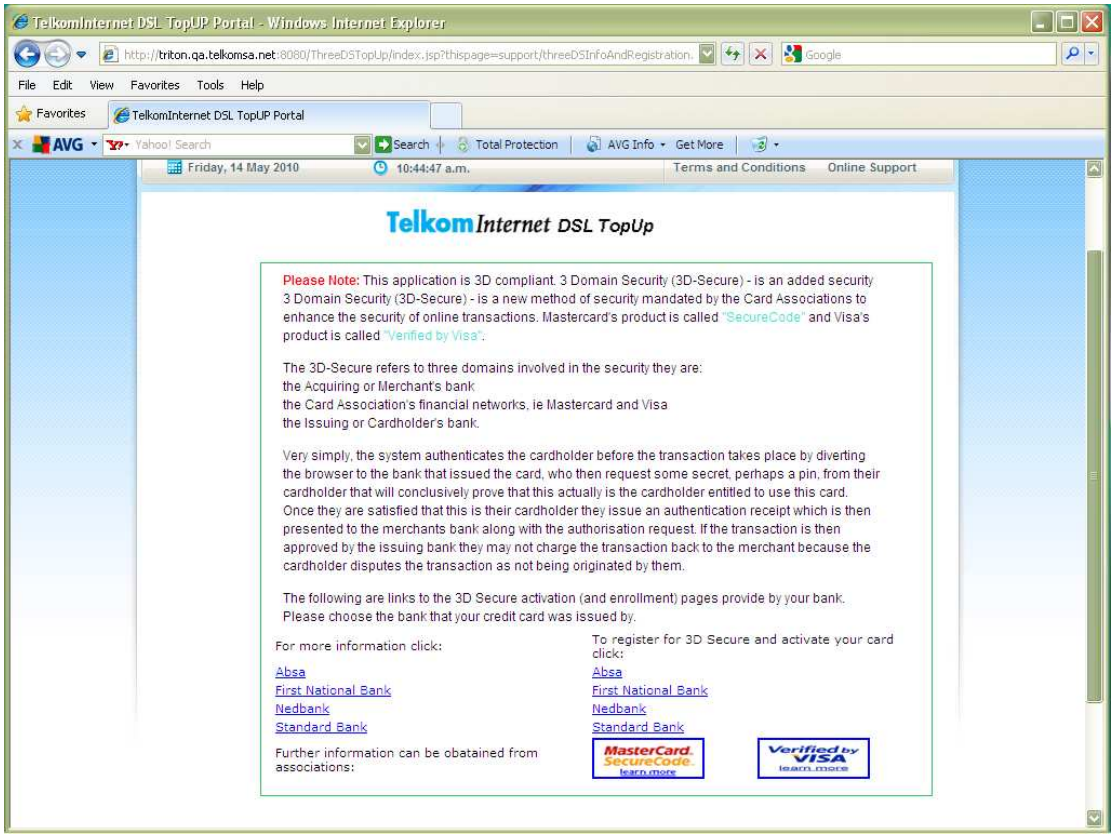
TelkomInternet DSL TopUP Portal - Windows Internet Explorer
http://triton.qa.telkomsa.net:8080/ThreeDSTopUp/index.jsp?thispage=support/threeDSInfoAndRegistration.
File Edit View Favorites Tools Help
Favorites
TelkomInternet DSL TopUP Portal
Search
Total Protection
AVG Info
Get More
Friday, 14 May 2010
10:44:47 a.m.
Terms and Conditions
Online Support
TelkomInternet DSL TopUp
Please Note: This application is 3D compliant. 3 Domain Security (3D-Secure) - is an added security
3 Domain Security (3D-Secure) - is a new method of security mandated by the Card Associations to
enhance the security of online transactions. Mastercard's product is called "SecureCode" and Visa's
product is called "Verified by Visa".
The 3D-Secure refers to three domains involved in the security they are:
the Acquiring or Merchant's bank
the Card Association's financial networks, ie Mastercard and Visa
the Issuing or Cardholder's bank.
Very simply, the system authenticates the cardholder before the transaction takes place by diverting
the browser to the bank that issued the card, who then request some secret, perhaps a pin, from their
cardholder that will conclusively prove that this actually is the cardholder entitled to use this card.
Once they are satisfied that this is their cardholder they issue an authentication receipt which is then
presented to the merchants bank along with the authorisation request. If the transaction is then
approved by the issuing bank they may not charge the transaction back to the merchant because the
cardholder disputes the transaction as not being originated by them.
The following are links to the 3D Secure activation (and enrollment) pages provide by your bank.
Please choose the bank that your credit card was issued by.
For more information click:
Absa
First National Bank
Nedbank
Standard Bank
Further information can be obatained from associations:
To register for 3D Secure and activate your card click:
Absa
First National Bank
Nedbank
Standard Bank
MasterCard SecureCode learn more
Verified by VISA learn more

Figure 2 More 3D Secure Info

After successfully logged on, the “Purchase DSL TopUp” form (shown in Figure 3) will be displayed.

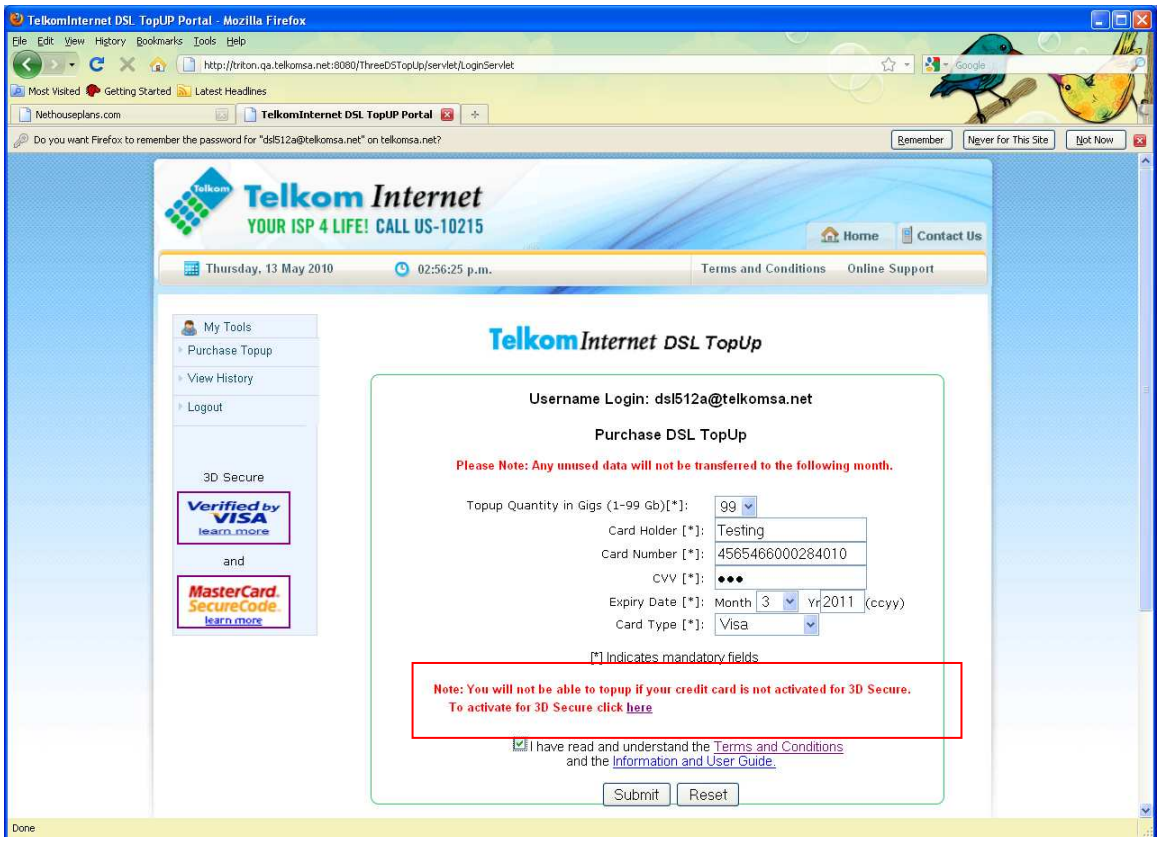
TelkomInternet DSL TopUP Portal - Mozilla Firefox
Telkom Internet
YOUR ISP 4 LIFE! CALL US-10215
Home
Contact Us
Thursday, 13 May 2010
02:56:25 p.m.
Terms and Conditions
Online Support
My Tools
Purchase Topup
View History
Logout
3D Secure
Verified by VISA
learn more
and
MasterCard SecureCode
learn more
Telkom Internet DSL TopUp
Username Login: dsl512a@telkomsa.net
Purchase DSL TopUp
Please Note: Any unused data will not be transferred to the following month.
Topup Quantity in Gigs (1-99 Gb)[*]: 99
Card Holder [*]: Testing
Card Number [*]: 4565466000284010
CVV [*]: ●●●
Expiry Date [*]: Month 3 Yr 2011 (ccyy)
Card Type [*]: Visa
[*] Indicates mandatory fields
Note: You will not be able to topup if your credit card is not activated for 3D Secure.
To activate for 3D Secure click here
I have read and understand the Terms and Conditions
and the Information and User Guide.
Submit
Reset
Done

Figure 3 Purchase DSL TopUp

You will notice the following in the " Purchase DSL TopUp" Form:

- **Visa and MasterCard Logos**

When you click on the "Visa" logo, it will take you to Visa website and the " Master Card" logo will take to MasterCard website. These websites have more infomation about 3D Secure.

PLEASE NOTE : The Visa and Mastercard websites are international links, if you are a local only customer you will not be able to access these links. The best solution will be to access your bank website.

- **3D Secure Notification**

" You will not be able to TopUp if your credit card is not activated for 3D Secure To activate for 3D Secure click here""

The above notification will be displayed to remind customers that if their credit card is not activated for 3D Secure they will not be able to use it. To activate their credit card they will click the "here" link, which will take them to the Telkom page with 3D Secure

more details, where they will be able to get the links to their banks to activate their credit card for 3D Secure shown in Figure 2.

On the “Purchase DSL TopUp” form, the customer will be required to select the item he/she wants to purchase, enter his credit card detail and click the “Submit” button.

After clicking the Submit button, the customer will be required to authenticate the transaction by entering the 3D Secure PIN, which was created by him/her during the activation process.

Figure 4 will be displayed, depending on the bank which issued the card

Please Note: You will notice that there are credit cards which are issued by Discovery, Clicks, Jet , Woolworths, etc those credit card they maybe issued in partnership with the South African banks, to find out where you can register your credit card for 3D Secure, please contact the store/merchant who issued the card to find out which bank they work with.

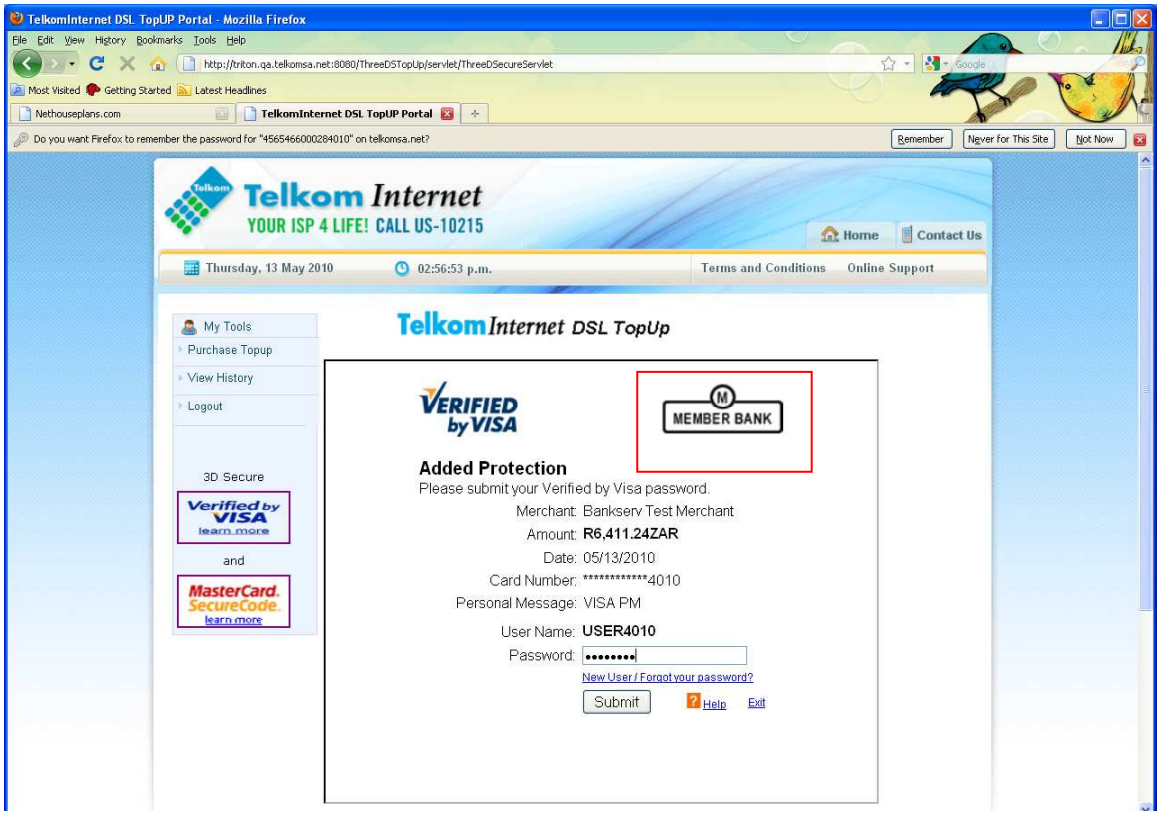

Figure 4 -3D Secure Authentication

Figure 4 depicts the following:

- Member Bank logo – Depending on the bank you bank with, on production this logo will be replaced by your bank logo

For an example, if your Visa credit card was issued by Standard Bank, a similar screen shown in Figure 5 will be displayed.

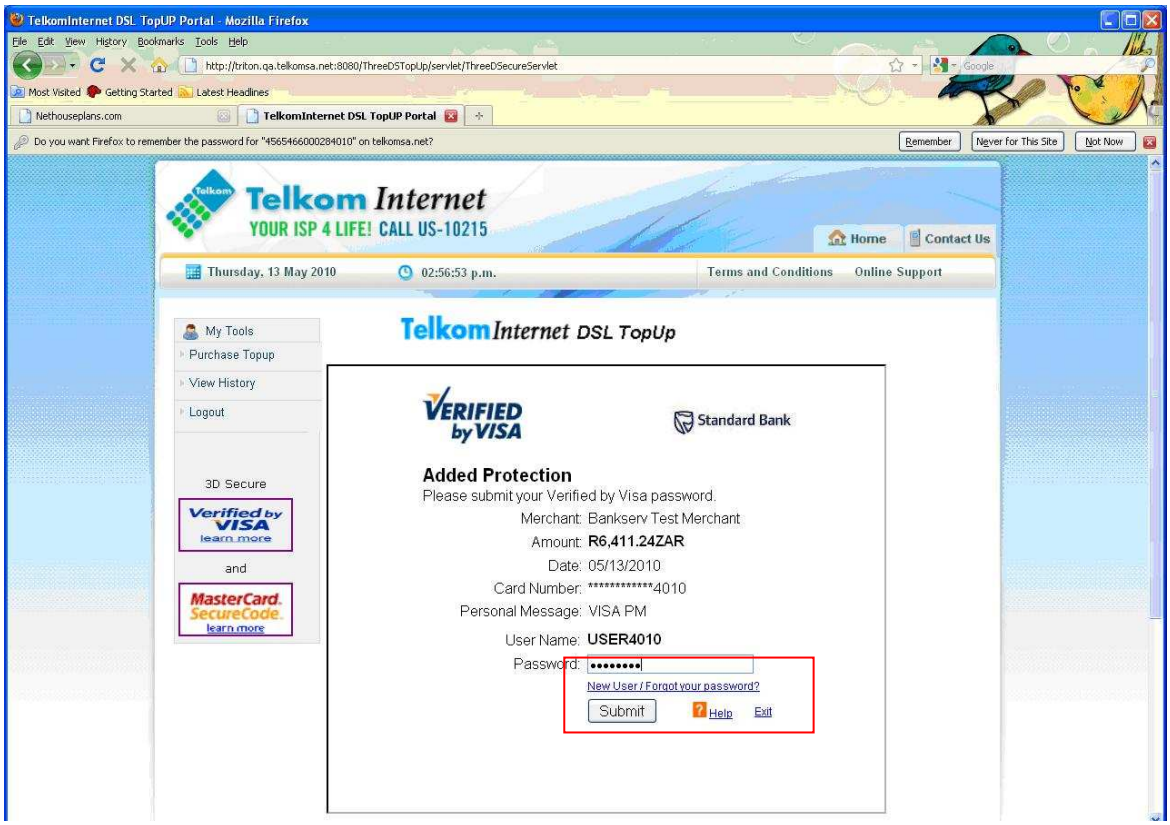

Figure 5 Standard Bank 3D Secure PIN Example

If you have forgotten your password, click on the "New User/Forgot your password?" link. This link will help you with the details on how you can recover your password for more help click the "Help". Each bank has its own processes and contact numbers that can be used to retrieve the password.

If the 3D Secure PIN entered in Figure 4 or Figure 5 is correct, the customer will be required to confirm his/her TopUp purchase by clicking the "Submit" button shown in Figure 6.

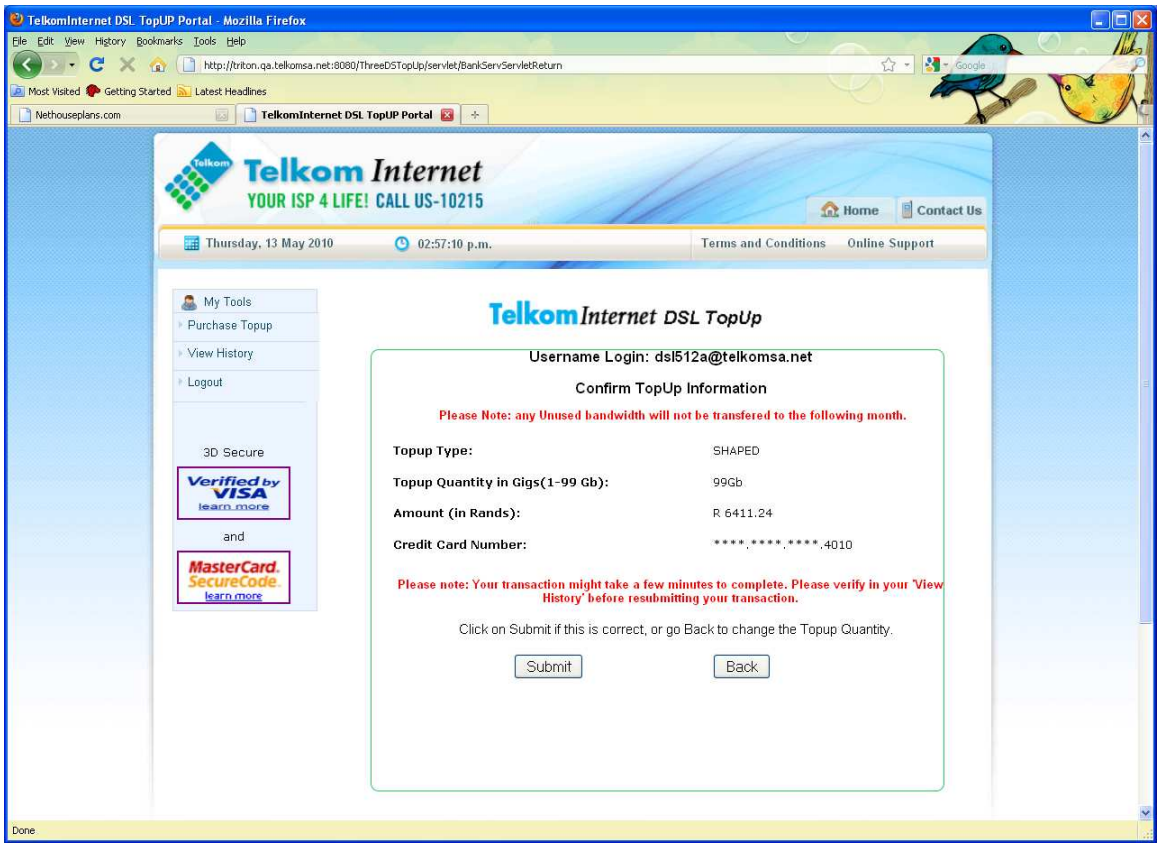

Figure 6 Confirm TopUp Purchase

If your TopUp Purchased was processed successfully, a confirmation screen will be displayed as shown in Figure 7.

TelkomInternet DSL TopUP Portal - Mozilla Firefox
Telkom Internet
YOUR ISP 4 LIFE! CALL US-10215
Home
Contact Us
Thursday, 13 May 2010
02:57:31 p.m.
Terms and Conditions
Online Support
My Tools
Purchase Topup
View History
Logout
3D Secure
Verified by VISA
learn more
and
MasterCard SecureCode
learn more
Telkom Internet DSL TopUp
Thank you
Your TopUp transaction has been successfully processed.
Please restart your ADSL router by switching it off, leave it off for 20 seconds and switch it back on in order to refresh your bandwidth. If you connect in "bridge mode", simply disconnect your current session and reconnect.
Done

Figure 7 TopUp Confirmation

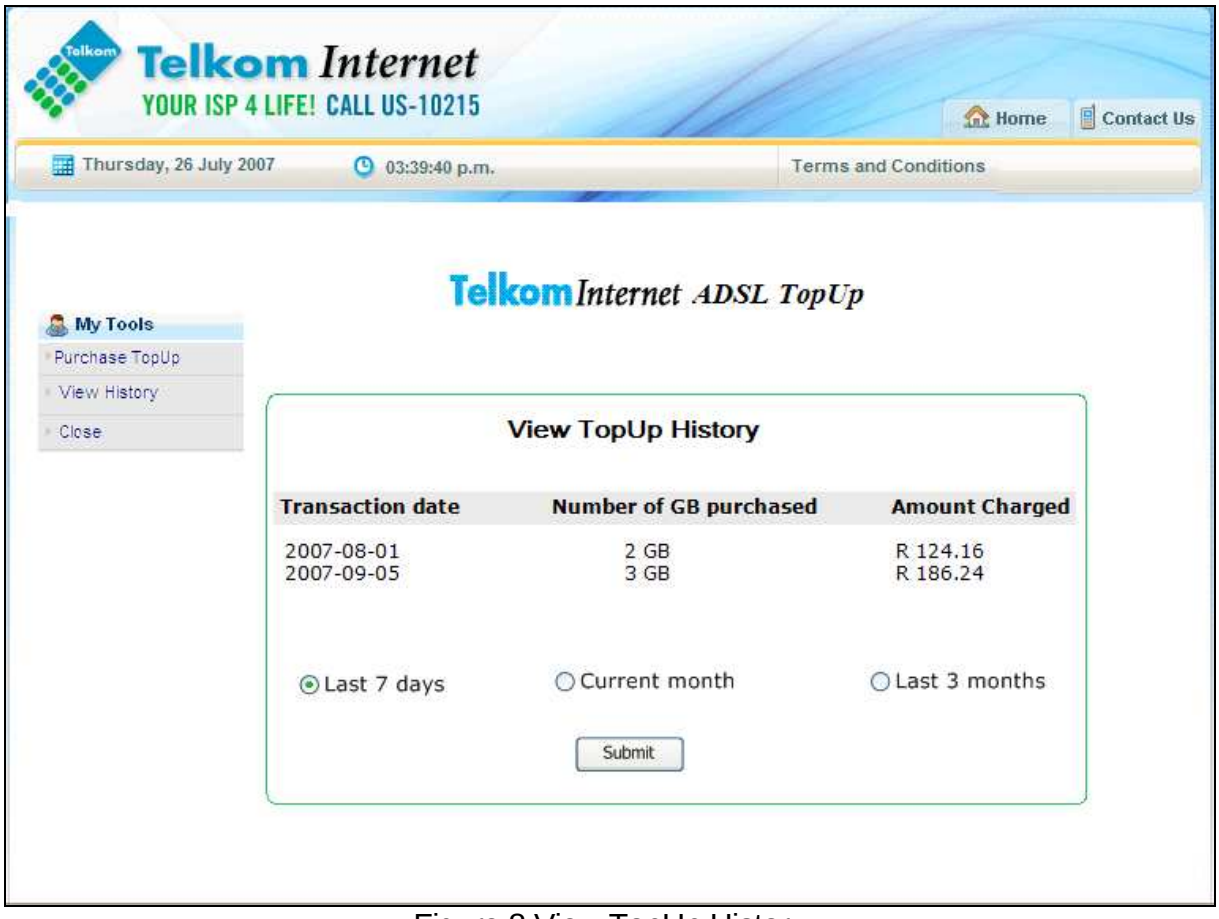

Figure 8 View TopUp History

To view TopUp purchased, click on “View History”, all bandwidth or data purchased will be displayed as shown in Figure 8

5.1 Main Menu Layout

Telkom*Internet* TopUp Main page has the following Menu, as shown in Figure 3

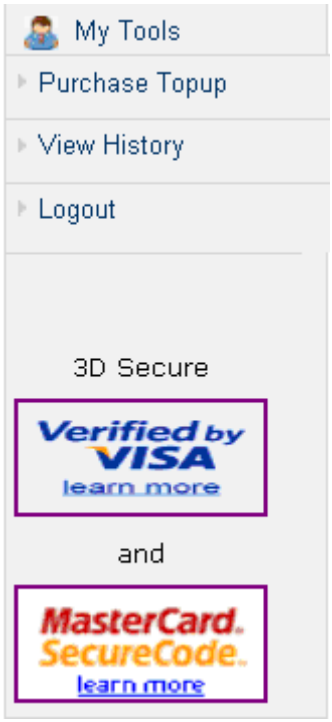

Figure 9 TopUp Tool Main Menu

- Purchase TopUp – is used to purchase additional bandwidth/data.
- View History – to view all TopUp purchased.
- Logout – to logout of the application

You will notice the Visa and MasterCard logo which shows that the TopUp Tool is 3D Secure Compliant.

6. USER SUPPORT

For any queries please contact 10215.

7. APPENDIX A ERROR MESSAGES

The following are possible error messages that can be displayed while trying to TopUp.

- If you have entered the incorrect credit card number, Figure 10 will be displayed.

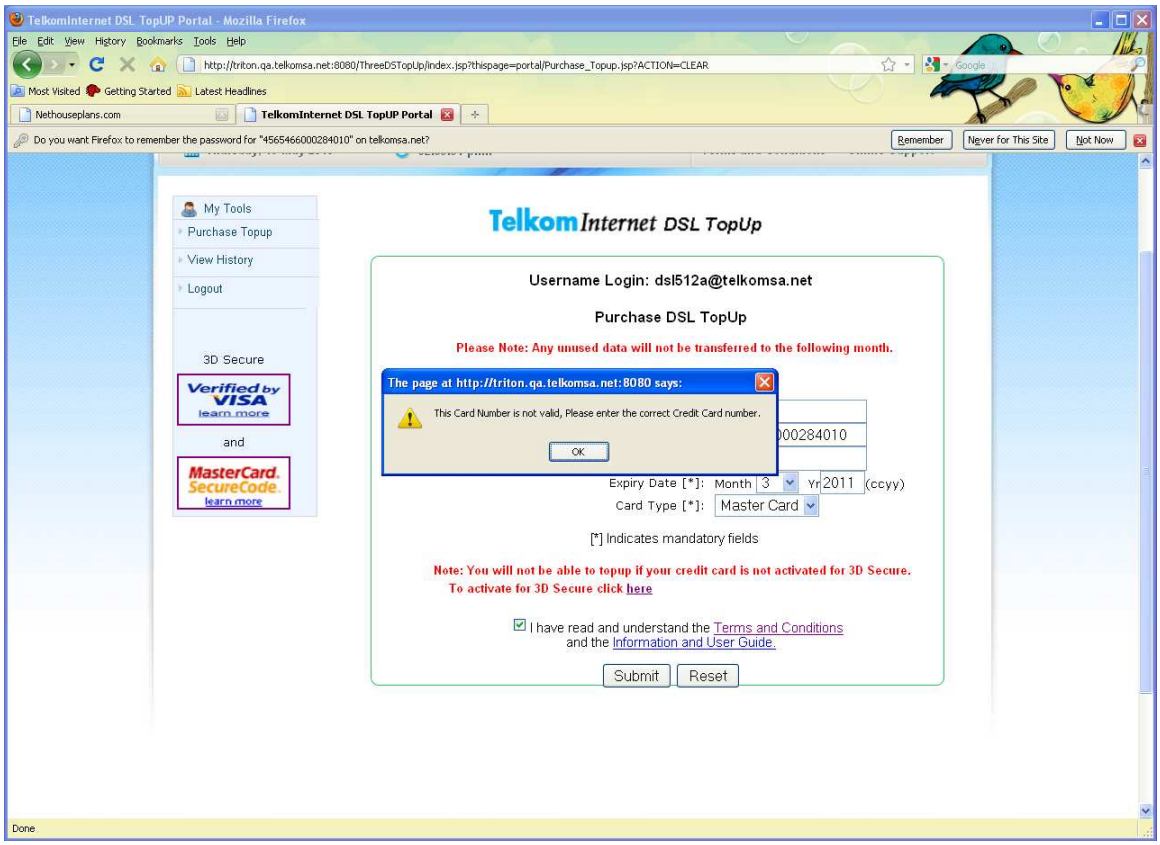
TelkomInternet DSL TopUP Portal - Mozilla Firefox
File Edit View History Bookmarks Tools Help
http://triton.qa.telkomsa.net:8080/ThreeDSTopUp/index.jsp?thispage=portal/Purchase_Topup.jsp?ACTION=CLEAR
Most Visited Getting Started Latest Headlines
Nethouseplans.com
TelkomInternet DSL TopUP Portal
Do you want Firefox to remember the password for "4565466000284010" on telkomsa.net?
Remember
Never for This Site
Not Now
My Tools
Purchase Topup
View History
Logout
3D Secure
Verified by VISA
learn more
and
MasterCard SecureCode
learn more
TelkomInternet DSL TopUp
Username Login: dsl512a@telkomsa.net
Purchase DSL TopUp
Please Note: Any unused data will not be transferred to the following month.
The page at http://triton.qa.telkomsa.net:8080 says:
This Card Number is not valid, Please enter the correct Credit Card number.
OK
000284010
Expiry Date [*]: Month 3 Yr 2011 (ccyy)
Card Type [*]: Master Card
[*] Indicates mandatory fields
Note: You will not be able to topup if your credit card is not activated for 3D Secure.
To activate for 3D Secure click here
I have read and understand the Terms and Conditions
and the Information and User Guide.
Submit
Reset
Done

Figure 10 Incorrect Card Number

- If you have supplied the incorrect 3D Secure PIN Code, an error message shown in Figure 11 will be displayed.

Figure 11 Incorrect PIN

- If you leave the “Password unpopulated” see Figure 12

Figure 12 Password Field unpopulated

- If your credit card was blocked, an error message shown in Figure 13 will be displayed. In case this happen, please contact your bank.

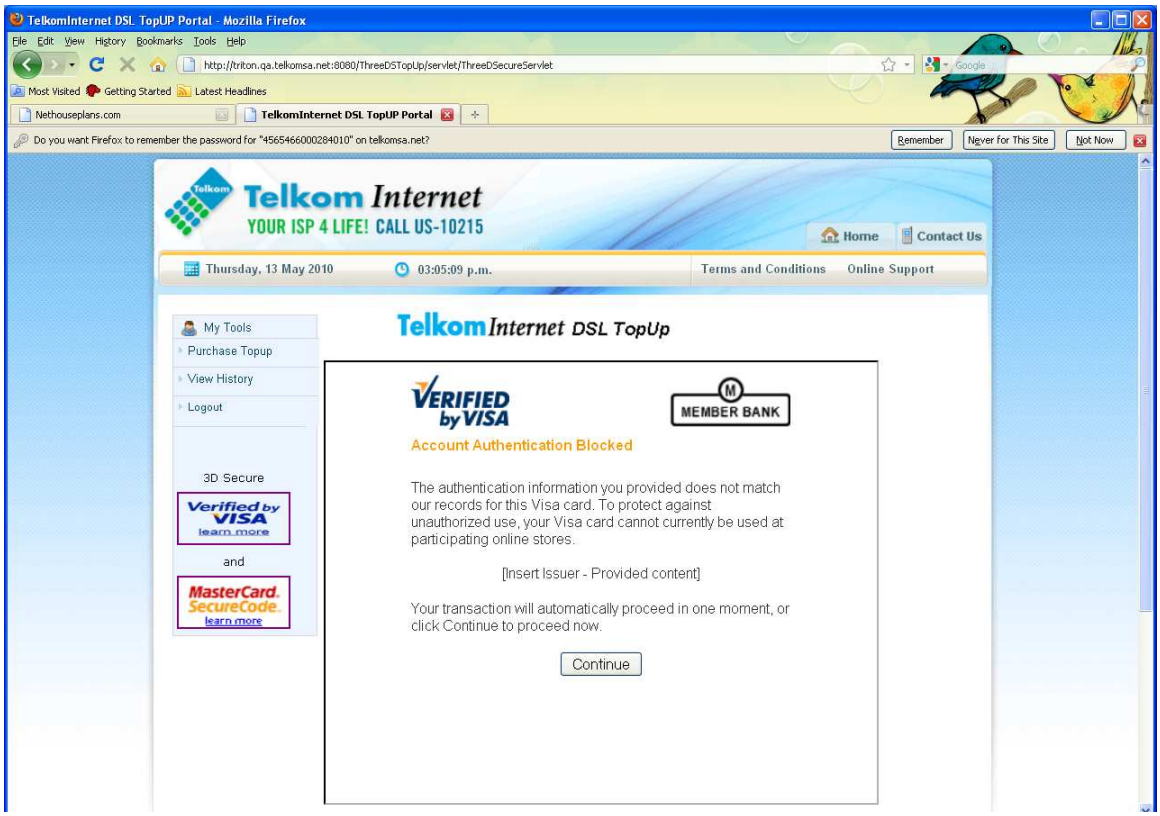
TelkomInternet DSL TopUP Portal - Mozilla Firefox
Telkom Internet
YOUR ISP 4 LIFE! CALL US-10215
Home
Contact Us
Thursday, 13 May 2010
03:05:09 p.m.
Terms and Conditions
Online Support
My Tools
Purchase Topup
View History
Logout
3D Secure
Verified by VISA
learn more
and
MasterCard SecureCode
learn more
Telkom Internet DSL TopUp
VERIFIED by VISA
MEMBER BANK
Account Authentication Blocked
The authentication information you provided does not match our records for this Visa card. To protect against unauthorized use, your Visa card cannot currently be used at participating online stores.
[Insert Issuer - Provided content]
Your transaction will automatically proceed in one moment, or click Continue to proceed now.
Continue

Figure 13 Credit Card Blocked

- If your credit card is not activated for 3D Secure, the following message will be displayed, see Figure 14.

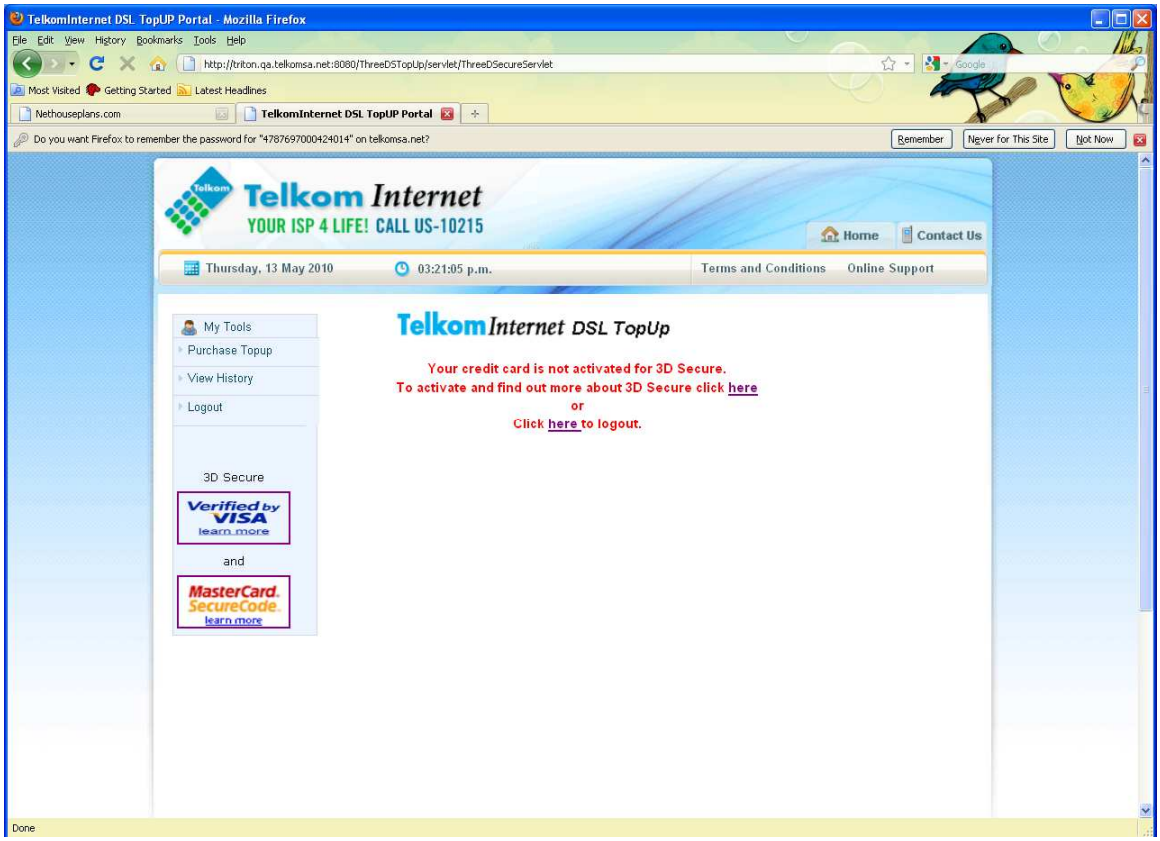

Figure 14 Credit Card not activated for 3D Secure

----------End----------